

*PHC Training - 6*

DDA 76-0126

12 JAN 1976

MEMORANDUM FOR: Director of Training

SUBJECT : Office Management Seminar

REFERENCE : Memo dtd 9 Jan 76 to EO/DDA fr DTR, same  
subj (DTR 75-5333)

Rod:

STATINTL

STATINTL

1. I was sorry to read in your report on student reaction to the first running of the Office Management Seminar at Headquarters the derogatory comments regarding the decision to run the course in the Headquarters area as opposed to [ ] to wit, "the expense of sending a few very high level secretaries for a 3-day course is actually very little; . . . we deserve at least that much consideration." You will recall that I inquired as to why the course was being run in Headquarters as opposed to [ ] as is normal, and was informed that many senior secretaries at the grade levels included in the course are married with children and cannot take advantage of the course at [ ]. Further, that the size of the class could be doubled since the use of [ ] restricts the number.

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2. Apparently it was not made clear to the secretaries that the reason for running the course this time at Headquarters was to permit those secretaries the opportunity to attend who could not do so if it were conducted at [ ]. I hate to think that there are some secretaries at large who feel that we have discriminated against them by holding the course here without benefit of the rationale behind it.

3. If we hold any future courses of this nature at Headquarters as a benefit for working mothers, I suggest that that fact be made clear to the attendees. While it may be desirable to hold the course here periodically to "catch the working mothers," I, for one, feel that there are tremendous advantages for holding it at [ ] and as a side note would not lower the prerequisite of attendance below a grade 8. If there is need to train GS-7's, then let's do so separately and not mix the senior secretary any more than we would tie the Senior Seminar together with the Mid-career course.

STATINTL

/s/ JOHN N. McMAHON

JOHN N. McMAHON  
Associate Deputy Director  
Central Intelligence Agency

John N. McMahon  
Associate Deputy Director

ADDA:JNMcMahon:kmg (12 Jan 76)

Distribution:

Orig & 1 - DTR

- DDA Subject w/cy of Ref (DDA 76-0106)

1 - DDA Chrono

1 - JNM Chrono

Comments:

DDA 76-0106 was received from you on 12 Jan 76. It contained a copy of the DDA Subject (DDA 76-0106) and a copy of the DDA Chrono (DDA 76-0106). The DDA Subject was forwarded to you by DTR. The DDA Chrono was forwarded to you by DDA Chrono.

Comments:

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Comments:

DDA 76-0106 was received from you on 12 Jan 76.

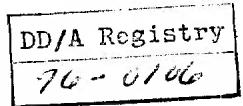
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JNM Reaction

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DTR 5333



9 JAN 1976

MEMORANDUM FOR: Executive Officer to the  
Deputy Director for Administration

SUBJECT : Office Management Seminar

1. In response to your request for a report on student reaction to the first running of the Office Management Seminar in the headquarters area, the following observations are submitted.

2. Eighteen students, ranging in grade from GS-8 to GS-10, representing the Office of the Director and the four Directorates, participated in the Seminar. (Two additional students cancelled the first day - one because of illness and the second because of the pressure of work.) At least one-half of the student body was composed of women who, because of family responsibilities, had not been able to participate in previous runnings conducted out of town.

3. No strong oral complaints were received by the Course Coordinator. An assessment of the 18 course evaluation forms submitted by the students at the conclusion of the Seminar all showed the students to be generally praiseworthy of the content of the course. Only five students commented in the evaluations on the fact that something had been lost by its not being conducted [redacted]. These complaints are STATINTL quoted verbatim in Attachment A.

STATINTL

4. The Office Management Seminar was designed in 1972 for the senior secretary and to date we have trained 154 women in that category. The turnover in these secretarial positions is relatively small and the course is presently being offered only twice a year. Accordingly, it would appear that at some time during FY 77 the grade level prerequisite (now GS-8 and above) should be lowered to GS-7, thereby increasing the number of those eligible to attend considerably. This would probably require us to increase the number of runnings and--all factors considered--we would plan to conduct two runnings at the [redacted] for each running held in [redacted] Don't Hen?

5. Attached for your information is a copy of the Course Schedule. (Mr. Colby had to cancel his appearance because of another commitment.)

STATINTL

[redacted]  
Alfonso Rodriguez /  
Director of Training

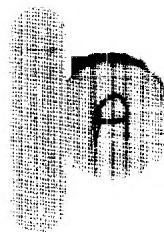
Attachments:

- A - Student Comments
- B - Course Schedule

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ATTACHMENT A

STATINTL

"I wish more time had been allowed for open discussion of problems. Perhaps when the course was at [ ] a more informal atmosphere - not rushing through to catch the shuttle, etc., was present. Really feel the course should be held there or lengthened to 4 days."

STATINTL "This was a very well-organized and well-run course; one of the most enjoyable as well as profitable courses I've taken in the Agency. I think more free time for open/cross discussion with each other would have been desirable and profitable. Perhaps the closed and controlled environment of [ ] would have been advantageous."

STATINTL "I think it unfortunate that this course was moved from the [ ]. We never really had the time to get to know one another. I've heard from past classes about the warmth and friendships that have developed because of the days and evenings spent just talking about common problems. Certainly we know one another better than we did before, but when you have to drive from here to there, go to different places for lunch, and then take off at 4:15, it's not possible to develop the depth necessary to gain the most from this course. Also, very much money is spent on the Executive - sending him on TDY's, courses, leave with pay to study - and they deserve it. But the expense of sending a few very high level secretaries for a 3-day course is actually very little; if it does an important job in building self-esteem and higher regard for the job. I think that at this point in our careers, we deserve at least that much consideration" - to make this the best possible course for the Executive Secretary. In spite of all this, the course was very useful and very enjoyable. I am grateful for being given the opportunity to attend."

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STATINTL

"There should have been more time to discuss office problems with the other secretaries/admin assts. I feel this was the worst part of not having the course at [ ] for at least 2 full days. I think we would have opened up more. Even if there was a way to ensure that everyone ate lunch together, it probably would have helped us to feel more at ease."

"This course definitely lost something by its being transferred from [ ] I didn't feel "immersed" and people didn't air their problems as much as if they had known each other better. We need to be in a closed

STATINTL

STATINTL

situation and if [ ] isn't feasible, perhaps [ ] would do. You will not get people to confide if they don't get to know each other. If people are together for long enough they're bound to talk about their problems. Even if meals were shared here, we would have gotten more out of it. People went their own ways on the whole ..."

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B

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## OFFICE MANAGEMENT SEMINAR

No. 1-76

9 - 11 December 1975

Room 1001  
Chamber of Commerce Building

### OBJECTIVES OF THE SEMINAR

The student should be capable of:

1. Being professionally supportive to the total organization;
2. Being personally supportive to the officer whom she serves;
3. Employing effective communication skills;
4. Managing her office;
5. Recognizing the importance of interpersonal relationships, and will have the foundation for improving these relationships with her immediate superior as well as with other employees.

STATINTL

SEMINAR COORDINATOR:  
ASSISTANT COORDINATOR:  
TRAINING ASSISTANT:



ADMINISTRATIVE INTERNAL USE ONLY  
OFFICE MANAGEMENT SEMINAR

No. 1-76

9 - 11 December 19759 December

0900 - 0915 Introduction to Seminar

Alfonso Rodriguez  
Director of Training

0915 - 1000 Individual Introductions

Students

1000 - 1015 Break

STATINTL

1015 - 1215 "The Agency Today"

[redacted]  
Briefing Officer, OTR

1215 - 1330 Lunch

STATINTL

1330 - 1615 Interpersonal Relationships

[redacted]  
Psychological Services  
Staff/OMS10 December

0900 - 1215 Managing Your Office

STATINTL

[redacted]  
Program Director,  
Continuing Education  
for Adults, Univ. of  
VA

1215 - 1330 Lunch

STATINTL

1330 - 1615 Communication and Motivation

[redacted]  
Management Training  
Faculty/OTR11 December0900 - 1215 Communication and Motivation  
(continued)

STATINTL

1215 - 1330 Lunch

1330 - 1445 An Executive's Viewpoint of the  
Role of a Career SecretaryDr. Karl H. Weber  
Director of Scientific  
Intelligence

1445 - 1500 Break

1500 - 1545 Final Remarks

Mr. William E. Colby  
Director of Central  
Intelligence

ADMINISTRATIVE

UNCLASSIFIED

INTERNAL

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SECRET

## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Office Management Seminar

OTR Registry

FROM: Director of Training  
1026 C of CEXTENSION  
3245

NO.

25/5333

DATE

9 JUN 1976

TO: (Officer designation, room number, and building)

DATE

OFFICER'S INITIALS

RECEIVED FORWARDER

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. Executive Officer to  
the Deputy Director  
for Administration

2. 7D18 Hqs.

3.

4.

5.

6.

7.

8.

9.

10.

11.

12.

13.

14.

15.

NACK - MY  
REACTION TO  
THIS IS  
ATTACHED

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UNCLASSIFIED CONFIDENTIAL SECRET

### OFFICIAL ROUTING SLIP

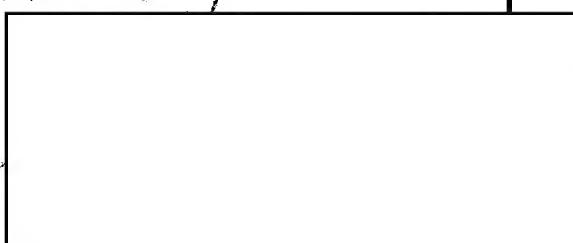
| TO          | NAME AND ADDRESS | DATE           | INITIALS |
|-------------|------------------|----------------|----------|
| 1           | Joh Mc _____     | JAN 1976       | JS       |
| 2           | Registry         |                |          |
| 3           |                  |                |          |
| 4           |                  |                |          |
| 5           |                  |                |          |
| 6           |                  |                |          |
| ACTION      | DIRECT REPLY     | PREPARE REPLY  |          |
| APPROVAL    | DISPATCH         | RECOMMENDATION |          |
| COMMENT     | FILE             | RETURN         |          |
| CONCURRENCE | INFORMATION      | SIGNATURE      |          |

Add - 76-006; 0126

Remarks:

Why you "don't  
agree" instead of Par 4

STATINTL



14 JAN 1976

FOLD HERE TO RETURN TO SENDER

FROM: NAME, ADDRESS AND PHONE NO.

DATE

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*[Signature]* 14 October 1975

*Training - 6*

NOTE FOR: Mr. McMahon

SUBJECT : Office Management Course

STATINTL

1. You asked that I do some low key checking on OTR's intention to move the Office Management Course from the [redacted] to Chamber of Commerce (C of C) Building.

2. OTR is running a trial course at C of C on 4 ~~November~~<sup>DECEMBER</sup>. Depending on how the course goes, they may recommend continuing at C of C.

3. The reasons have nothing to do with money. The following reasons have been a part of the decision to at least try having the course up here:

STATINTL

A. Many senior secretaries at the grade levels included in this course are married with children and cannot take advantage of the course at [redacted]

STATINTL

B. It might well be easier to obtain guest speakers if given here rather than [redacted]

STATINTL

C. The size of the class could be doubled since the use of [redacted] restricts the number of those who can attend.

STATINTL

STATINTL

4. Rod feels that we might well run out of available students if the course is run exclusively at [redacted]

5. I will be informed as to how the pilot course moves along. I did indicate that there could be overriding reasons for continuing the course at [redacted] although on the other hand, an occasional running at C of C to pick up the married senior secretaries might be worthwhile.

25X1A

STATINTL

Distribution:

Orig - Adse (DDA Subject)  
1 - [redacted] Chrono



EO-DDA/[redacted]:nh (15 Oct 75)

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